

Remington Arms Co., Inc.
Product Service
Legal Case #:5995

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
229965	4/28/2011	3/14/2011	4/29/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Arthur	Freeman	321 Pulpit Rock Rd.	Woodstock	CT	06281		H 860-428-9914 E natalieracine49@sbcglobal.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S	Concern:1007	Fired on Safe Release		
C	FSR			

3/14/11: Customer called in. He stated that he was hunting last fall & when he released the safety & the gun fired. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6273648	DS	9/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner			
	OLYMPIC WHSE LOS ANG CAL	TWO PIECE BASE	N			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Quote to repair under BLM						

Repair/Replacement Cost Repair/Replacement Date

\$30.40 5/10/2011

3/14/11: Sending ARS, letter, form, box. Box order# 1201143. df 5/10/11: Per Ilion - Could not duplicate concern. TA dirty & trigger guard is dented & trigger does not have enough clearance. Replace TA, clean & test fire under BLM. Customer apprvd & pd by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/29/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		DS
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	TRIG GUARD DENTED TRIG HAS MIN CLEARANCE RUB MARKS ON END OF TRIG
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

22"
DS9/69
4#
.007

[COPY]

5995

March 14, 2011

Arthur Freeman
321 Pulpit Rock Rd.
Woodstock, CT 06281
Ph: 860-428-9914

Ref: # 5995, M/700, Serial # 6273648

Dear Mr. Freeman,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

RECEIVED
MAY 06 2011

BY:.....

enclosure

Serial Number

6273648

Model: 700



RE00229965

could not duplicate concern.
T.A. dirty & T.G. is dented, trig.
does not have clearance.
replace TPA, clean & test & fire
and then RCP for \$20.00 + ship.
replace T.G. at 1/2 normal cost.

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>6273648</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>ARTHUR FREEMAN</u>		Date of Purchase: <u>1996 ?</u>	
Address (no PO Boxes): <u>321 PAIPIT ROCK RD.</u>			
City: <u>WOODSTOCK</u>		State: <u>CT.</u>	Zip: <u>06281</u>
Phone (Daytime): <u>860-428-9914</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>NATALIE RACINE 49 @ SBC GLOBAL . NET</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; padding: 10px; min-height: 100px;"> <p>TWICE. UPON RELEASING THE SAFETY, THE GUN FIRED BY ITSELF. ONCE WHEN I TOOK SAFETY OFF TO SHOOT AT A DEER. I WAS VERY LUCKY GUN WAS POINTED AT THE GROUND WHEN GUN DISCHARGED.</p> </div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <u>REMINGTON</u>		Type: <u>270 150GR</u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <u>CASEY + KLEEN Bore</u>
How often do you clean the bore? (Months or Number of rounds) <u>AFTER EVERY USE</u>
How often do you clean the action? (Months or Number of rounds) <u>AFTER EVERY USE</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>AFTER EVERY USE</u>
Brand of lubricant used: <u>KLEEN Bore</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>AFTER EVERY USE</u>
How often do you lubricate the action? (Months or Number of rounds) <u>AFTER EVERY USE</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>AFTER EVERY USE</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>N.A.</u>
What were the services performed?) <u></u>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<input type="checkbox"/> WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM. :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.



www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	3/14/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref# 5995 rifle			

LABEL INFORMATION

MAIL LABEL TO: Arthur Freeman 321 Pulpit Rock Rd. Woodstock, CT 06281 Ph: 860-428-9914
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 MAR 15, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067604181
REF 1: ARTHUR FREEMAN/CD/DMF
REF 2: 5995/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 8.01 PUB+HANDLING 8.01











